

Airline Operators Committee

June 25, 2025



Agenda

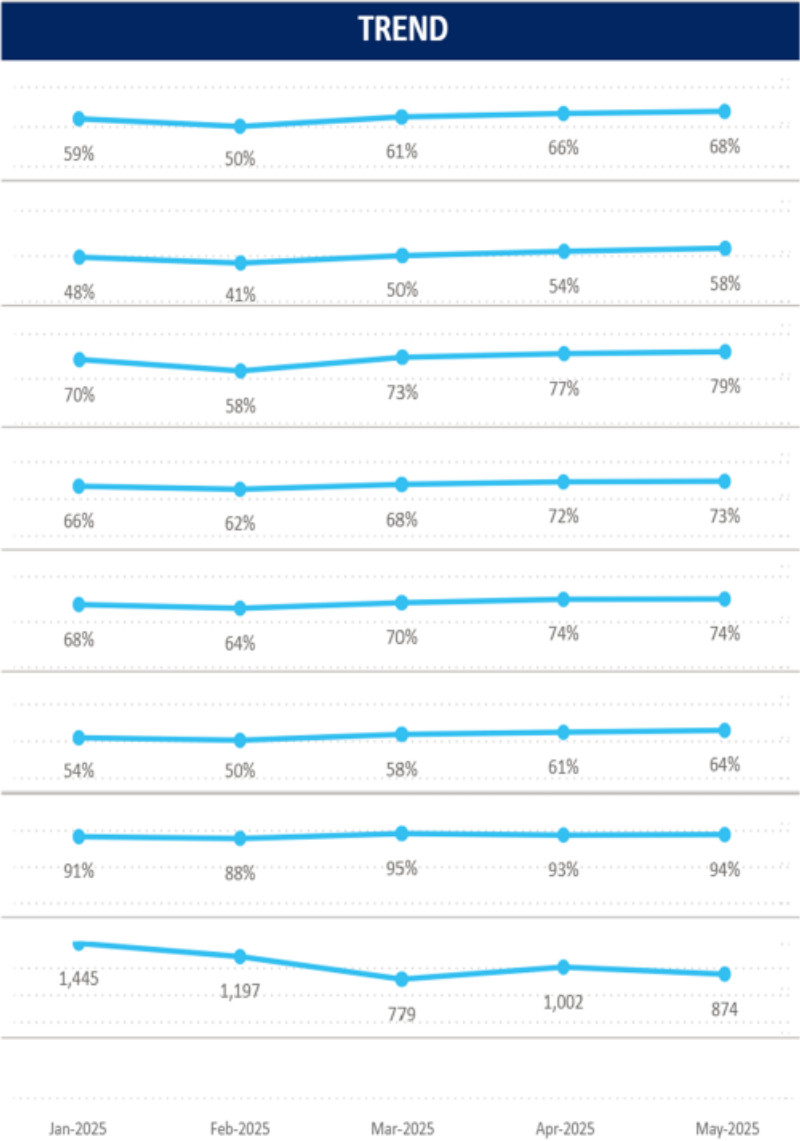
<u>Topic / Activity</u>	<u>Timing</u>	<u>Key People</u>
Monthly Review of OTP	5 mins <i>(12:30pm – 12:35pm)</i>	Sue Peric / Damian Boucaud
PBB Data/Bridge Data General Updates	10 mins <i>(12:35pm – 12:45pm)</i>	Michael Quelhas / Larry Shack
ITD Expansion to Inter-Terminal Value Add Study	10 mins <i>(12:45pm – 12:55pm)</i>	Dan Riddle
CBSA Cancelled Flight Process	10 mins <i>(12:55pm – 1:05pm)</i>	Hamilton Vincent de Paul
Safety/Security of Employees from Unhoused Individuals in Parking Garages	10 mins <i>(1:05pm – 1:15pm)</i>	Bryan Scott
Pearson Standards update	5 mins <i>(1:15pm – 1:20pm)</i>	Abdur Syed
Round Table	<i>10 mins (1:20pm – 1:30pm)</i>	All

On-Time Performance

Overall Airport Performance May 2025

KEY PERFORMANCE INDICATORS (KPIs)	TOTAL PERFORMANCE
On-Time Performance (OTP) % of flights arriving & departing ±15 mins of slot time Target 70%	68%
Arrival OTP % of flights arriving ±15 mins of slot time Target 70%	58%
Departure OTP * % of flights departing ±15 mins of slot time Target 70%	79%
Inbound Baggage Delivery (IBD) * % of flights with last bag delivered ±30 mins NB & ±50 mins WB Target 85%	73%
Narrowbody IBD % of flights with last bag delivered ±30 mins Target 85%	74%
Widebody IBD % of flights with last bag delivered ±50 mins Target 85%	64%
Check-in Performance * % of passengers with wait time ≤15 minutes Target 95%	94%
No Crew Events # of arrival gate delays due to absence of ground crew	874

Overall Performance (Arrival OTP, Departure OTP, Narrowbody IBD, Widebody IBD & Check-in)
74%



Operational Impacts

Improved operations compared to April with higher performance across all key areas.

Less impactful weather and stable staffing across key stakeholders continues to drive better performance.

- LWS Advisories: 5 (April: 6)
- YYZ ATMIs: 4 (April: 6)

Color Legend:	OTP	IBD	Check-in
Green	>70%	>85%	>95%
Yellow	50% - 70%	80% - 85%	90% - 95%
Orange	30% - 50%	75% - 80%	85% - 90%
Red	≤ 30%	≤ 75%	≤ 85%

PBB Data/Bridge Data Updates

AOSC – June 24th 2025

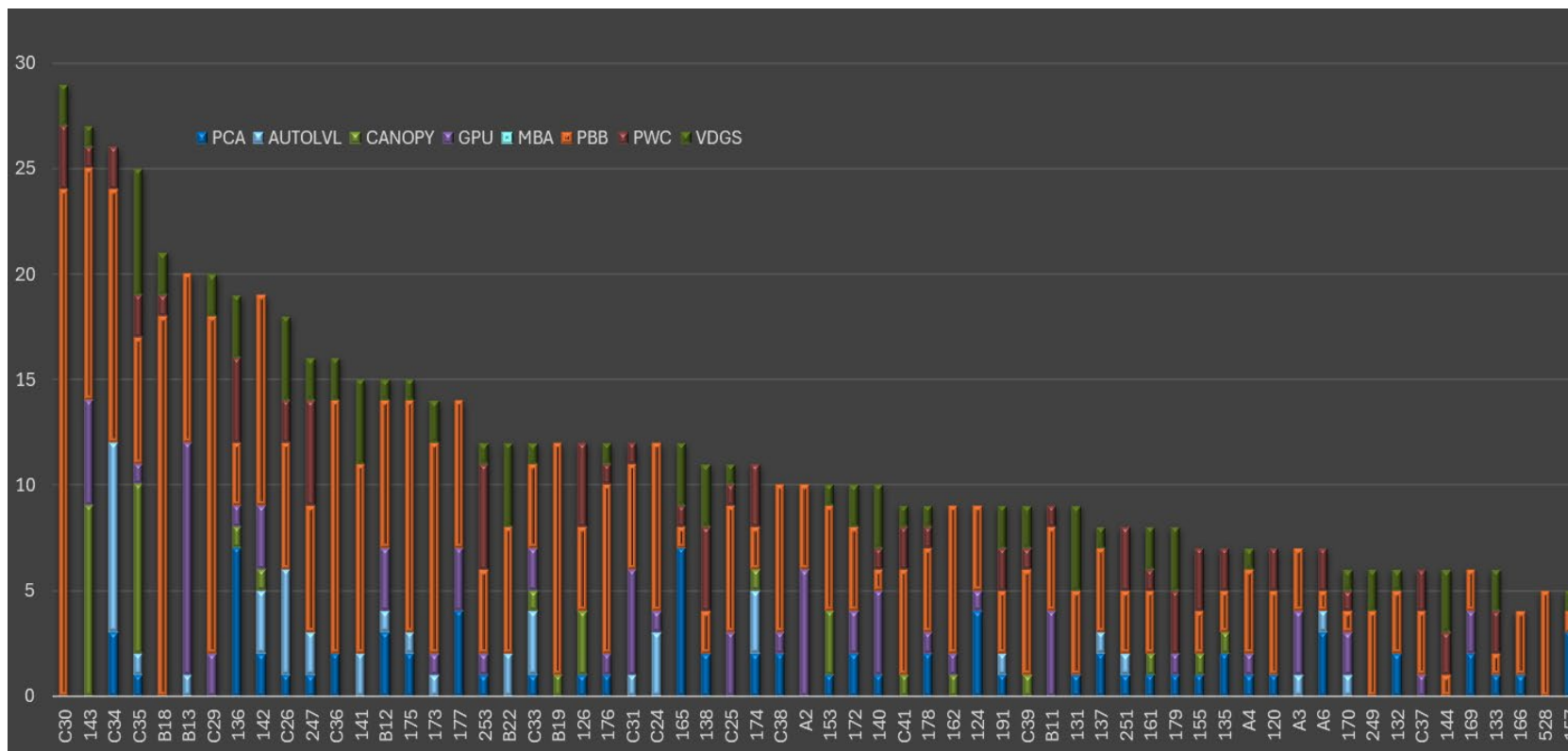
Passenger Boarding Bridge Update



Toronto Pearson



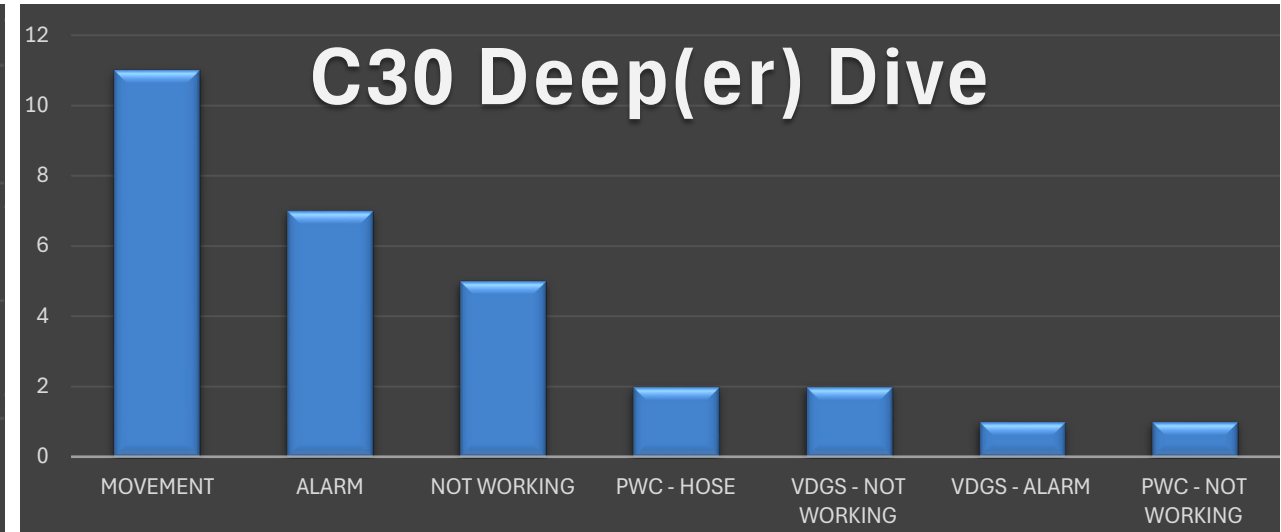
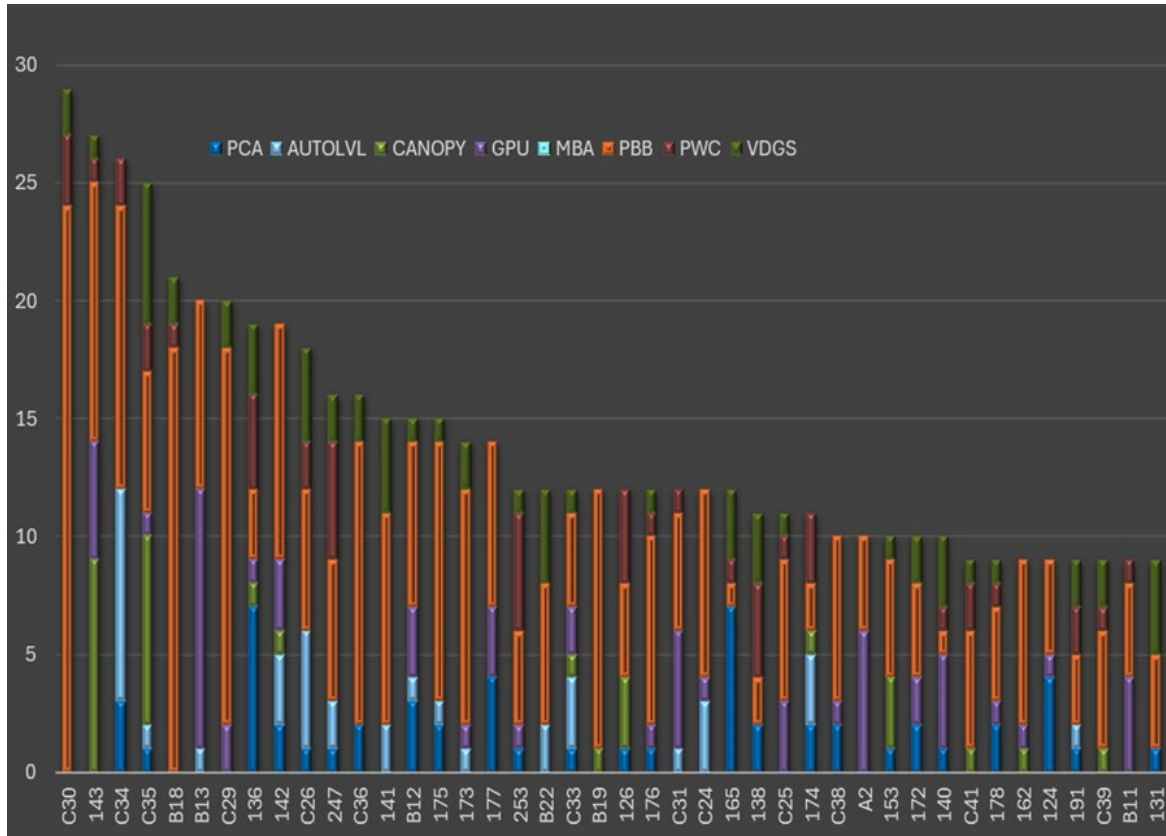
Issue Trends, Observation and Results



VDGS and Canopy Units are the current asset focus areas

We were dealing with a wave of issues across several equipment types over the past few weeks, most notably with our VDGS, and Canopy units. We were able to get them back in working order but was a notable issue.

Issue Trends, Observation and Results



We are seeing the general movement issues taking priority

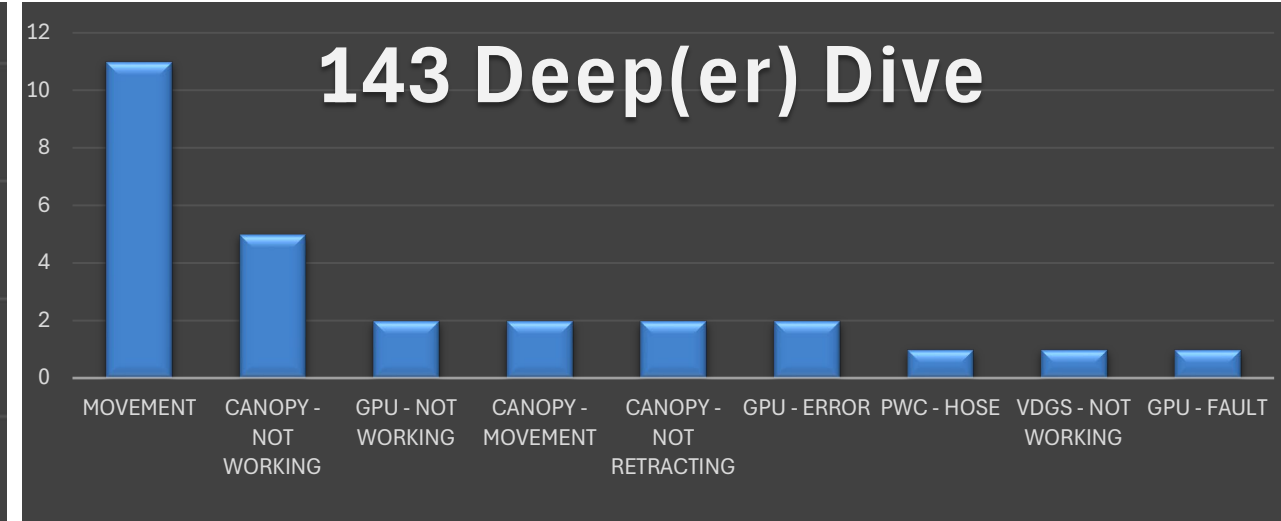
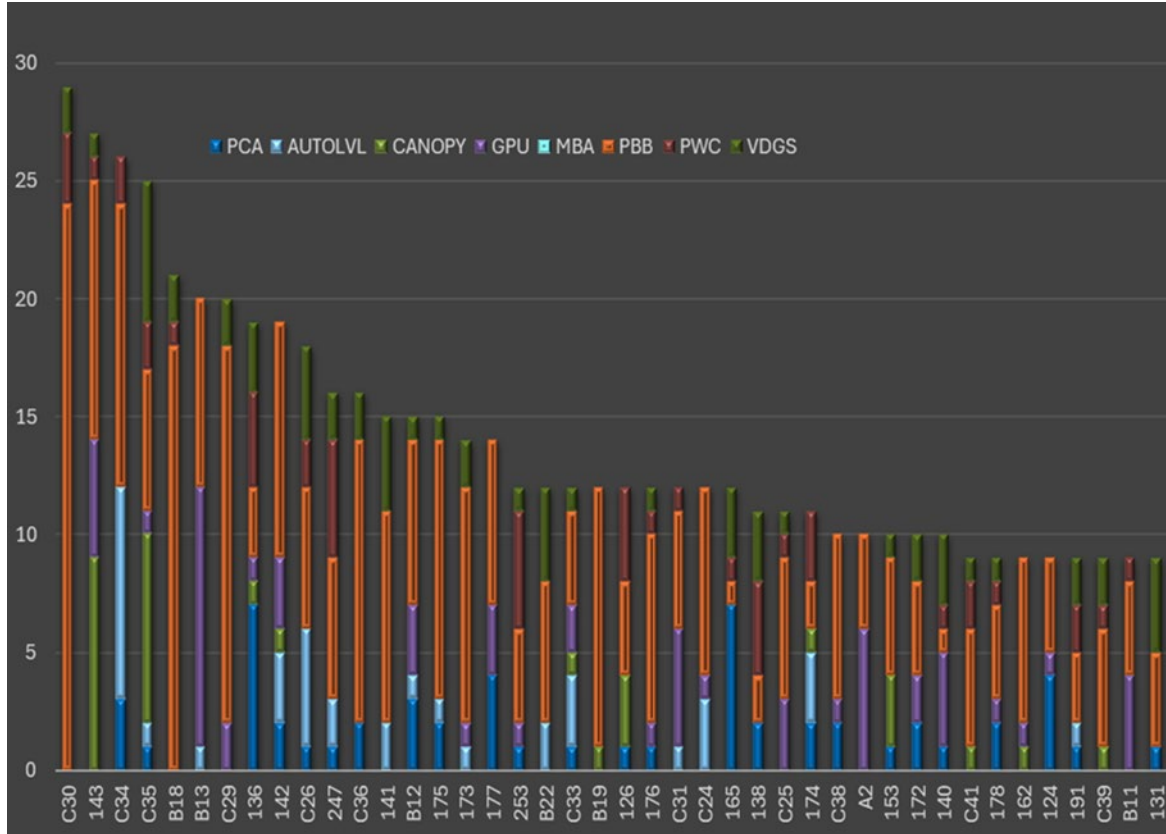
- Movement – 11 calls
- Alarm – 7 calls
- Not Working – 5 calls

VDGS issues were traced back to a loose wire, which triggered an estop fault.

Movement and Alarm service calls were related to retraction limits. These occur when the bridge is fully retracted and requires a tradesperson to use a bypass key to complete the operation.

Our targeted suggestion for training and visual guides are proper PBB operational procedures

Issue Trends, Observation and Results



We are seeing Canopy issues being prominent

- Movement – 11 calls
- CANOPY – Not Working – 5 calls
- GPU – Not Working – 2 calls
- CANOPY – Movement – 2 calls

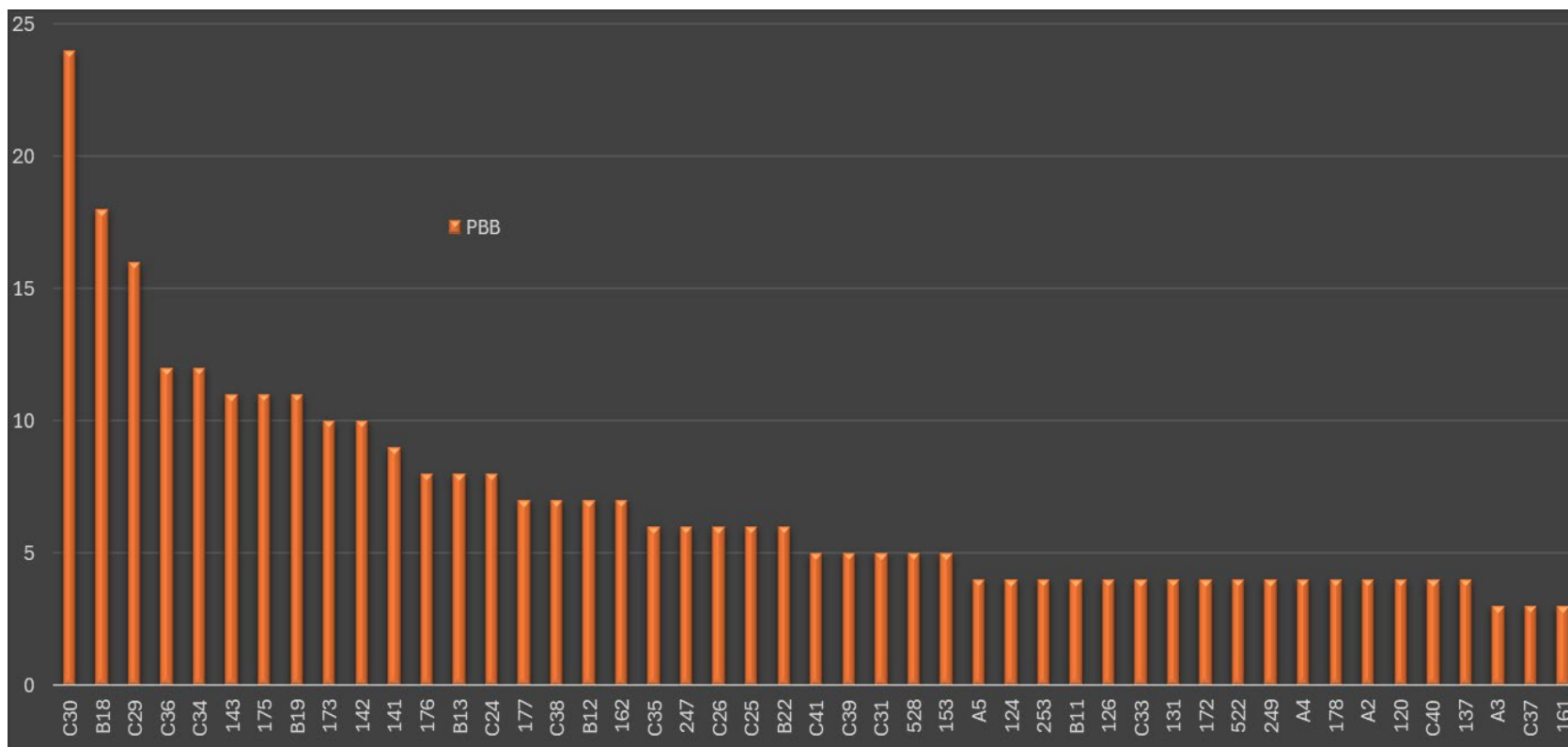
Movement issues remain an ongoing concern, largely due to limited operational knowledge.

The canopy was also experiencing recurring problems with losing its extension and retraction limits. To resolve this, the canopy drum motor was replaced, and there have been no related service calls since.

Our targeted suggestion for training and visual guides are proper PBB operational procedures



Issue Trends, Observation and Results

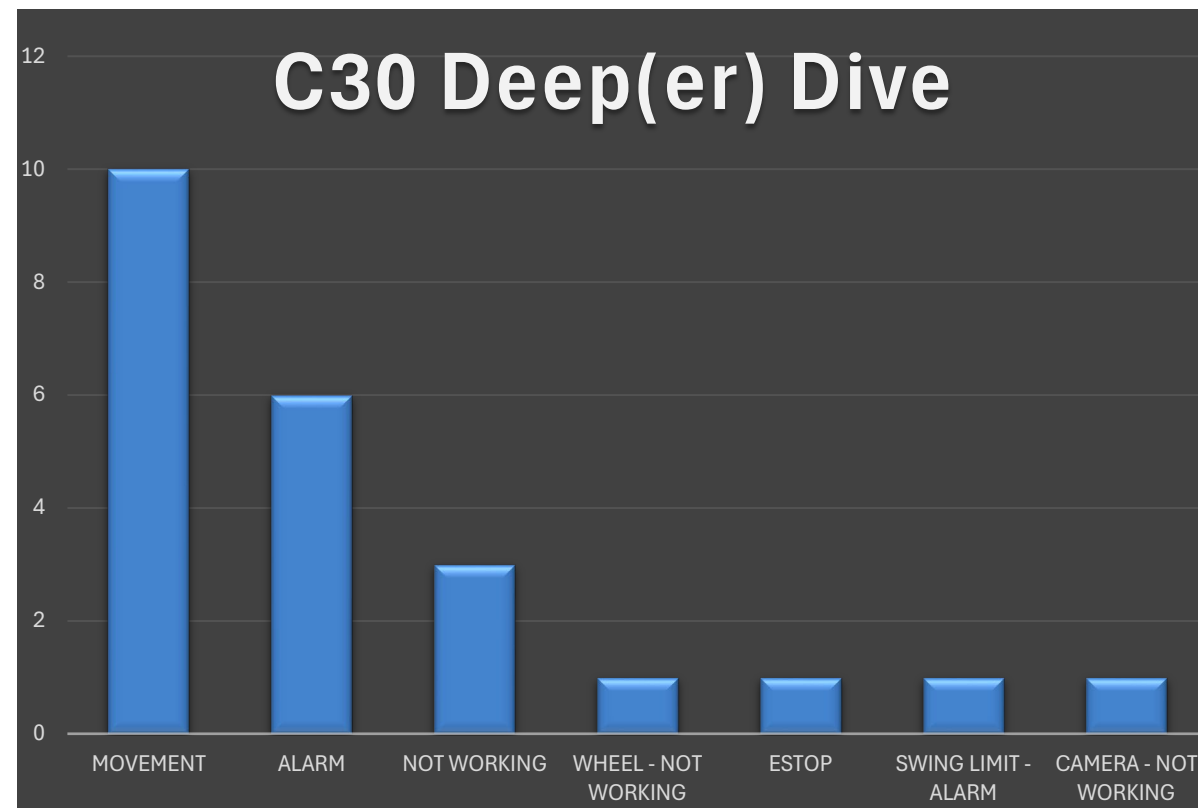
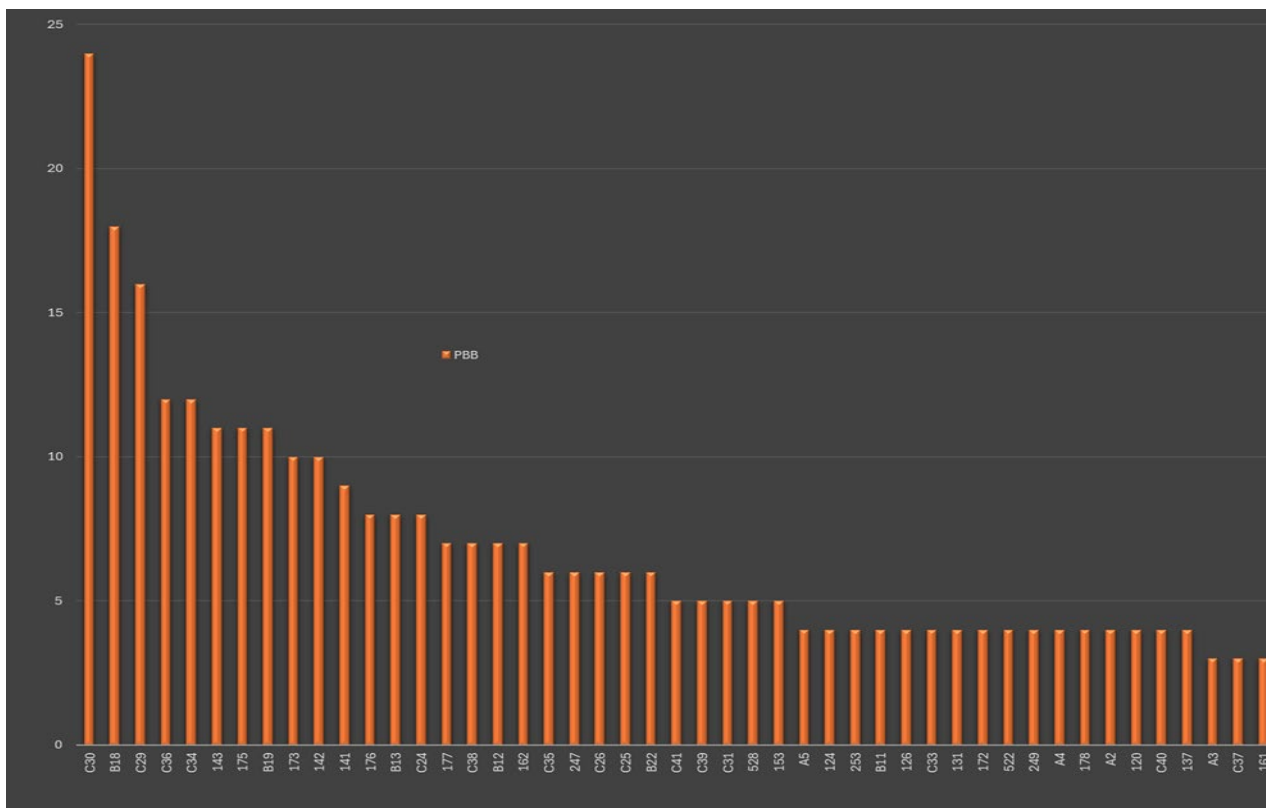


General operational issues are still trending as a larger part of our support team response for PBBs

Training focus and continued collaboration on common issues will be key to drive our operational stability



Issue Trends, Observation and Results



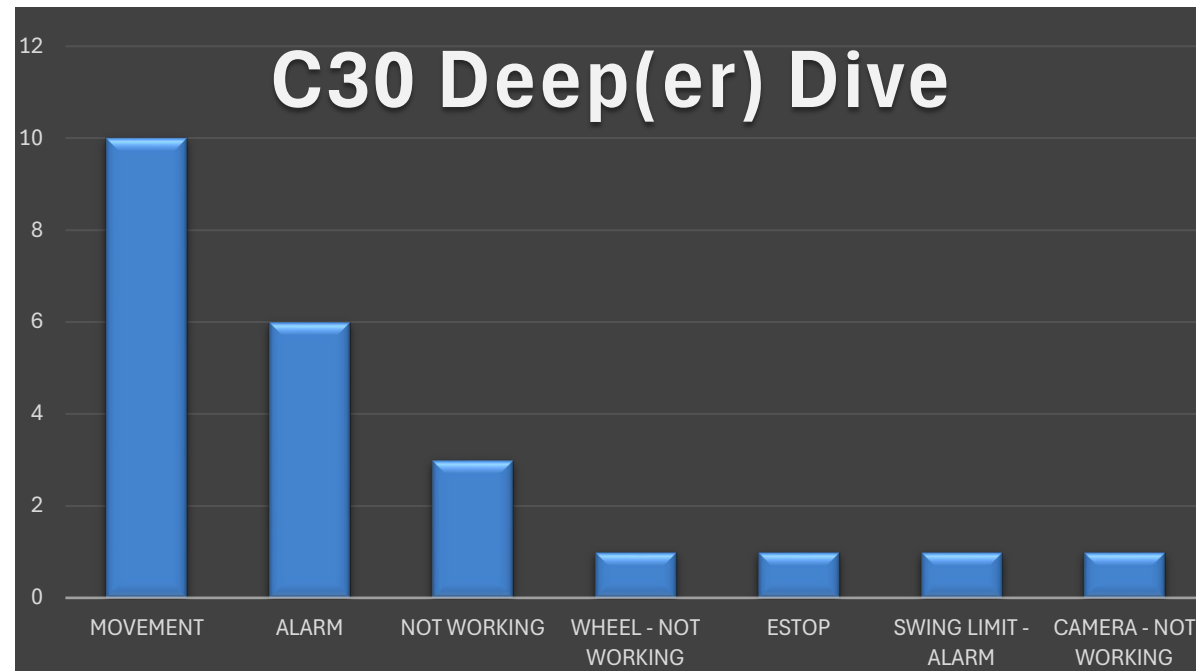
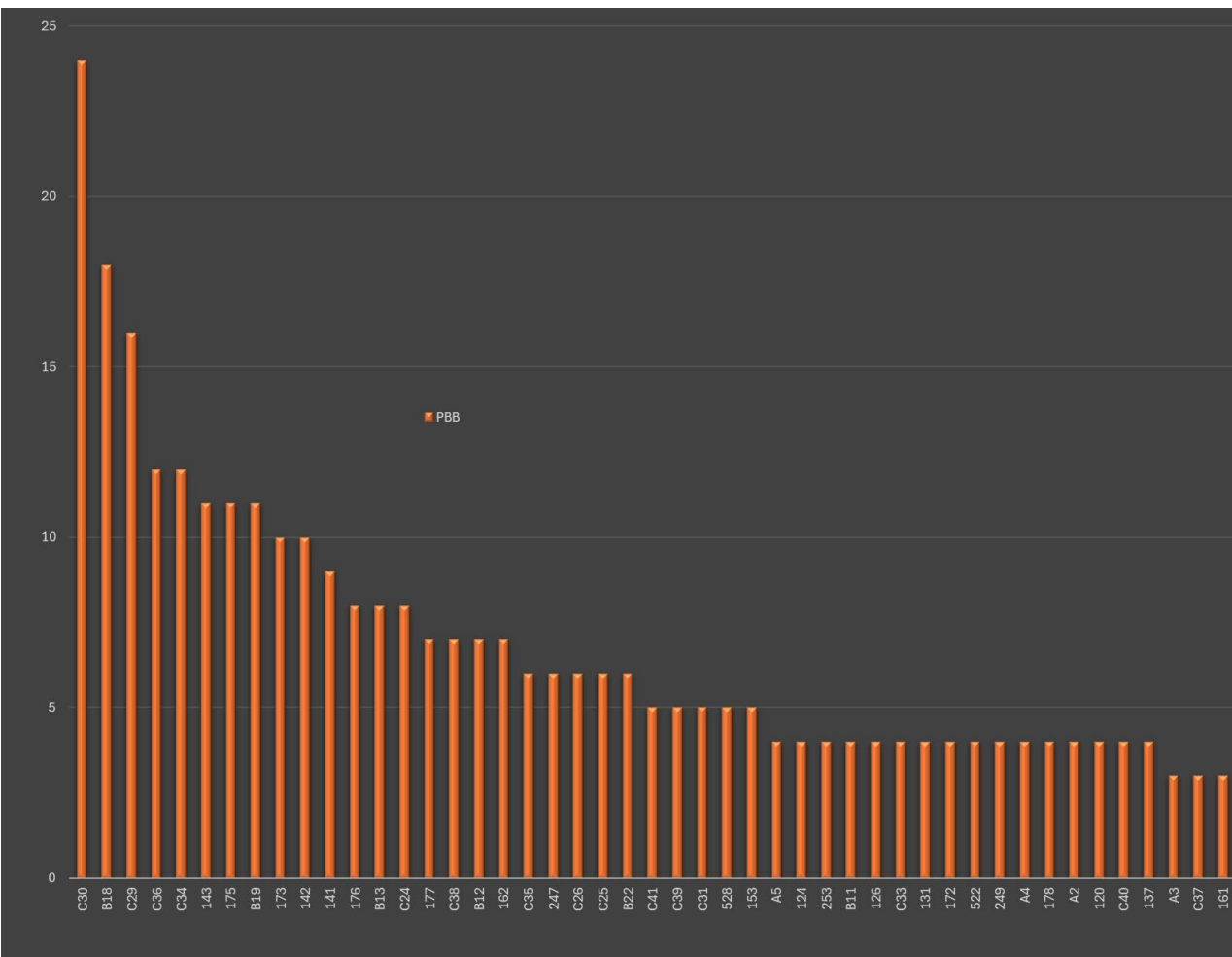
Movement issues are still trending as a larger part of our support team response for PBBs

Training focus and continued collaboration on common issues will be key to drive our operational stability



Toronto Pearson

Issue Trends, Observation and Results



We are seeing the general GPU issues taking priority

- Movement – 10 calls
- Alarm – 6 calls
- Not Working – 3 calls

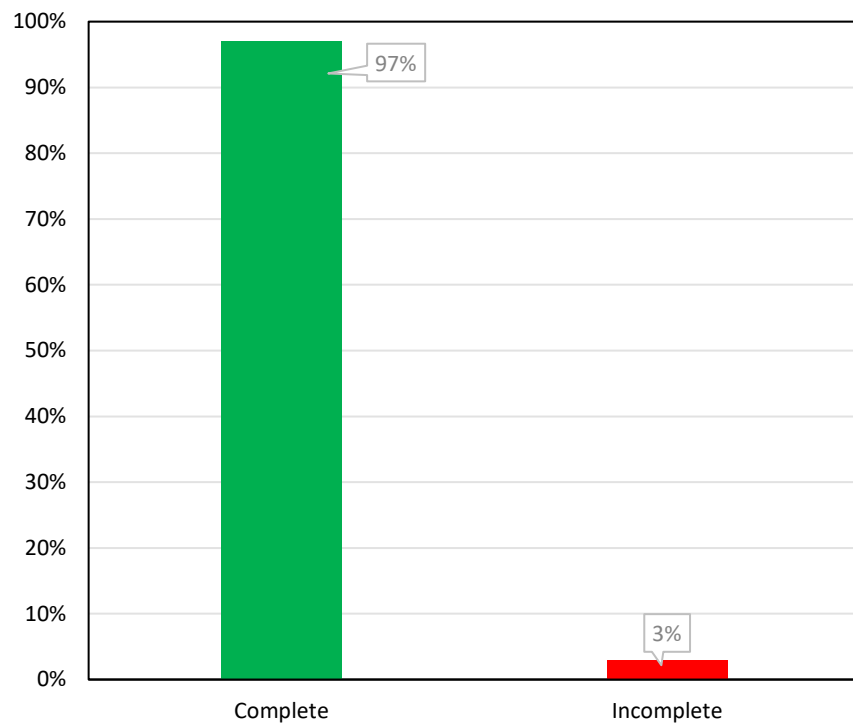
Again, these calls were traced back to retraction limit calls that require a tradesperson to use a bypass key to complete the operation.

Our suggestion would be for proper training of operations to reduce the number of TC's regarding this

Scheduled Based Maintenance

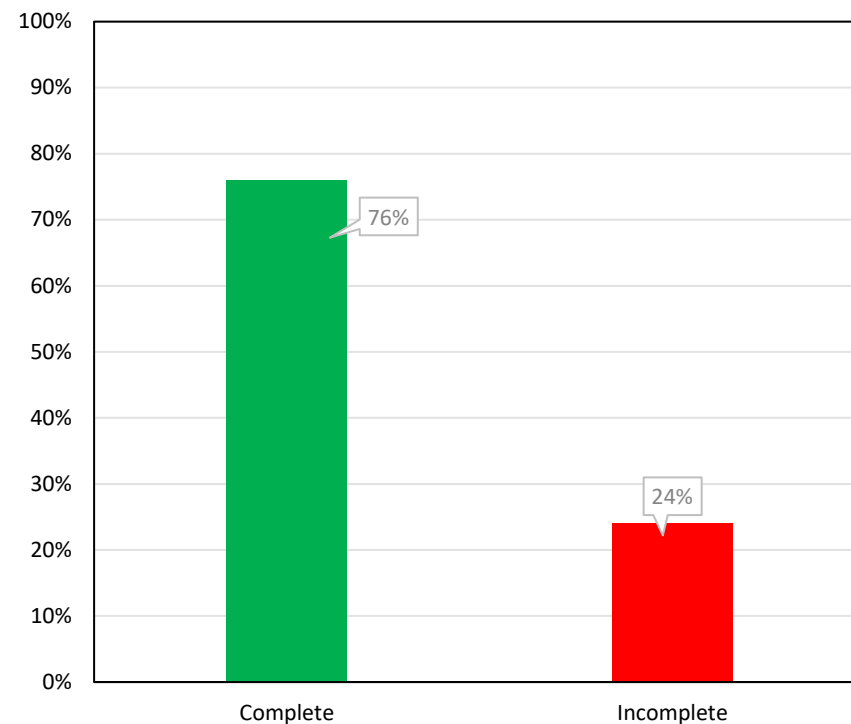
NEW Content!!!

May



*Total Schedule = 961

June (To Date)



*Total Schedule = 972

We are on track for 95% completion, with remaining overdue tasks from May being carried over and completed into June.

ITD Expansion to Inter-Terminal Value Add Study

ITD Program

- Total Airlines: 15
- Total Cities: 131
- Total Passengers: 1.04 million (873k T1 / 164k T3)
- Currently Terminal Specific

ITD Program Benefits

- Checked baggage is transferred airside directly to the connecting flight, eliminating the need for passenger collection.
- Passengers utilize the Satellite Primary Inspection Line (SPIL), streamlining the arrival process.
- Enables reduced minimum connection times and improves overall passenger journey efficiency.
- Alleviates congestion in the PIL and Baggage Claims Hall areas.
- Enhances opportunities for interline and codeshare connection partnerships.

ITD Program Expansion Study Proposal

- A feasibility study is being proposed to assess the potential expansion of the ITD (International To Domestic) Program.
- The proposed expansion would enable inter-terminal ITD connections for international arriving passengers.
- This would allow inbound international carriers to offer onward connections with partner airlines located in a different terminal.
- Passengers would complete CBSA clearance at their terminal of arrival.
- Following clearance, passengers would be transported airside between terminals via secure shuttle.
- Checked baggage would be transferred to the connecting terminal after the passenger clears CBSA.

Next Steps

- Intend to gather connection data from each airline, with a focus on inter-terminal connection activity.
- Assessing airline interest in participating in the proposed program, should it be implemented.
- You will receive a request to share information in the coming weeks. The information will help build the case to expand the program.

CBSA Cancelled Flight Process

International and TB Cancelled Flight Process – T1

- Airline to call RMU to advise of the cancellation as soon as they decide to cancel
- Airline to advise CBSA if there are any deportees on the flight
- Airline to handout CBSA declaration forms (E311) at the gate.
- Declaration forms will be available at all boarding gates as well as customer service counters
- Airline to direct passengers to follow cancelled flight signage
- Passengers to be directed by GTAA staff to the Special Service area to be manually processed by CBSA
- Passengers are not to use PIK kiosks. (unless they are ITI passengers)

International and TB Cancelled Flight Process – T3

- Airline to call RMU to advise of the cancellation as soon as they decide to cancel
 - Cancelled International or Transborder flights do not need to see CBSA (unless directed otherwise by CBSA)
 - Airline to advise CBSA if there are any deportees on the flight
 - Airline to direct passengers to Domestic Baggage Hall to claim their luggage
 - No need for CBSA Declaration cards (E311)
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- In the event CBSA requests to cancelled flight to directed to the PIL:
 - Airline to handout CBSA Declaration cards to passengers
 - Declaration forms will be available at all boarding gates
 - Airline to direct passengers to follow cancelled flight signage
 - Passengers to be directed by GTAA staff to the Special Service area to be manually processed by CBSA
 - Passengers are not to use PIK kiosks. (unless they are ITI passengers)

Security at the Viscount Parking Lots

Pearson Standards Update

Pearson Standard Update

- The Pearson Standard Enforcement Program is progressing well, reflecting strong engagement and compliance
- The next phase of the program will focus on additional areas of accountability, scheduled to begin in fall 2025
- Collaboration is ongoing with the AOC Chair to design and prepare for the next phase of the Pearson Standard enforcement process
- Next phase includes refining strategy
- The team remains committed to upholding the Pearson Standard and will provide further updates as the fall 2025 implementation approaches

Q&A

Thank You

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